



City of Tempe

MAIL OPERATIONS CLERK

JOB CLASSIFICATION INFORMATION

| | | | |
|--------------------------------|-------------------|---------------------------------|------------------------|
| <i>Job Code:</i> | 064 | <i>FLSA Status:</i> | Non-Exempt |
| <i>Department:</i> | Internal Services | <i>Salary / Hourly Minimum:</i> | \$15.070673 |
| <i>Supervision Level:</i> | Non-Supervisor | <i>Salary / Hourly Maximum:</i> | \$20.345192 |
| <i>Employee Group:</i> | NSU | <i>State Retirement Group:</i> | ASRS |
| <i>Status:</i> | Classified | <i>Market Group:</i> | Mail Operations Clerk |
| <i>Drug Screen / Physical:</i> | Y | <i>EEO4 Group:</i> | Administrative Support |

REPORTING RELATIONSHIPS

Receives direct supervision from the IT Training & Print Shop Services Supervisor and technical and functional work direction from the Print Production Lead.

MINIMUM QUALIFICATIONS

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|---------------------------------|---|
| <i>Experience:</i> | Some experience in working in a mail room or inventory stocking experience, including distribution of supplies and materials is desirable. Knowledge of Microsoft Office Applications. |
| <i>Education:</i> | Equivalent to completion of the twelfth grade. Additional training related to the core functions of this position. |
| <i>License / Certification:</i> | <ul style="list-style-type: none">● Possession of a valid driver's license.● Requires the possession of, or required to obtain within six months of hire, a valid Arizona forklift operator's certificate. |

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform duties that support the operations of the City's Print Shop including the receipt, verification, and distribution of city internal and external mail.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Operate postage meter computer, to affix postage on various mail types. Maintain and schedule routine maintenance and troubleshoot basic computer issues.
- Operation of Enhanced Mailing and Shipping software. Sort and scan department cost centers for outgoing mail pieces. Track usage of regular postage, permit postage data, compile statistics and provide reports as needed.
- Assist vendors and customers via email, phone or in person with questions regarding mail processes, guidelines and or updates.
- Accept, sort and distribute incoming U.S. Mail, interdepartmental mail, certified mail and shipments via other carriers according to Print & Mail Services guidelines, the U.S. Postal Service and other carrier guidelines, procedures and deadlines.
- Ensure postage funds are available for daily metering of city mail. Monitor and request additional funds as needed. Deposit unused postage checks from the USPS to appropriate cost center. Track postage usage by department.
- Markup undeliverable mail. Research, notify city employees, and locate proper departments of undeliverable checks, invoices and other important mail that is incorrectly addressed.
- Provide back-up for Print Services and Surplus Warehouse as needed; Printing of city envelopes and fulfillment of StoreFront items.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lift heavy objects (boxes and supplies) up to 50 lbs.;
- Operate city vehicles;
- Operate city equipment (to move heavy objects such as a pallet jack, dolly, etc.);
- Other physical labor essential to the classification (standing and/or walking for prolonged periods in the performance of assigned duties);
- Operate computers, calculators, and other office equipment;
- Work out-of-doors in inclement weather.

COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES | COMPETENCIES |
|----------------------|---------------|--|
| Foundational | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability |
| Supervisory | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others |
| Manager | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring |
| Deputy Director | In Addition > | Entrepreneurship and Networking |
| Director | In Addition > | Organizational Vision |

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Revised August 1994

Revised February 2007 (update duties)

Revised June 2008 (update duties/experience)

Revised November 2011 (title change and update duties)

Revised August 2017 (updated duties, purpose statement, education and physical demands)

Revised March 2021 (update job duties)